

Relationship between Occupational Stress and Job Satisfaction of Police Officers in Punjab, Pakistan

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Abstract – The present study investigated the correlation between occupational stress and job satisfaction of police officers in Punjab, Pakistan. The sample consisted of 300 senior police officers. The sample was further divided on the basis of gender differences. The sample was selected from Punjab, Pakistan. Survey research method was used for data collection. Police Stress Questionnaire (PSQ) was used for measuring the occupational stress and job satisfaction was measured by Job Satisfaction Survey (JSS) scale. Results found that there is a negative correlation between occupational stress and job satisfaction. It was also found that female police officers have high occupational stress as compared to male police officers. *Copyright © 2016 Penerbit Akademia Baru - All rights reserved.*

Keywords: Occupational stress, job satisfaction

1.0 INTRODUCTION

Occupational stress is thought as anxiety at work and considered one in all the main sources of work related wellbeing issues in many occupations around the realm. It's delineated as a blend of elevated amounts of employment demands and low levels of administration over one's occupation [17]. Occupational stress has gotten to be a standout amongst the most prevalent themes for applied research in psychology, and in the more extensive regions of social and medical sciences. Occupational stress, also known as job stress, has been characterized by [8] as the involvement of negative enthusiastic situations, for example, dissatisfaction, anxiety, tension and sorrow ascribed to work related elements. Topper [21] defines occupational stress as the impression of an inconsistency between natural requests (stressors) and specific abilities to satisfy these requests.

Job satisfaction is the error between individuals' desires and needs related to the job, and what is truly offered to them. Job satisfaction is essential for workers as well as for the accomplishment of the organization [8] on the grounds that if a worker is not satisfied with his occupation, then loyalty level with the organization will be low and job dissatisfaction or lack of faithfulness to the organization, may search for other jobs. Job satisfaction is vital for physical and mental prosperity of employees. Psychologists in the field of industry directed an exhibit of studies on industry laborers trying to study worker's conduct at job and to focus the degree of job satisfaction. Subsequently, the discoveries from these studies delivered information applicable to particular job elements and to the employee's impression of these components. Within organizations is that this variable impacts employee's attitude toward their

task and satisfaction of a job. Specialists hold that job satisfaction is higher when personality and job are in understanding, not really, when employees get to be disappointed and their disappointment involves negative impacts and results to any organization. Therefore, job satisfaction is of exceptional importance in its own place, the purpose behind which is apparent [4].

Unfortunately, as observed, police officers in Pakistan are in the situation of war against terrorists who are a big threat to the safety of the country. At the same time, their own personal characteristics also influence their performance. Regardless of this hard situation of terrorism, however, some police officers feel more occupational stress than their colleagues. Their job satisfaction level is also different from one another. As noted, among the causes of this difference are their own level of occupational stress and gender. Government always opens more vacancies for females in police departments compared to previous recruitment, but nothing is being done to measure the impact of gender. This study emphasized on job satisfaction of police officers because if they are satisfied with their job they can contribute in developing the nation as a whole. In the study of job satisfaction, the factors that effects or impact on job satisfaction were necessary to be focused before next study can be done. Therefore, the aim of this study was to explore the relationship of occupational stress with job satisfaction of police officers in Pakistan. The following research questions were formulated to conduct this study:

- i. *Is there any impact of occupational stress on job satisfaction of police officers?*
- ii. *Are there differences in police officer's occupational stress level according to their gender?*

The research hypotheses were:

- i. *Occupational stress would be negatively correlated with job satisfaction.*
- ii. *There would be a difference of occupational stress between male and female police officers.*

2.0 LITERATURE REVIEW

Numerous researches demonstrated that occupational stress will create many negative situations for the person in the place of work [16]. Bhatti et al [2] concluded that excessive occupational stress can prompt diminished efficiency and a general negative effect on the association itself. Individuals with high occupational stress might not be happy with their job and so they are going to not feel happy operating within the organization. Thus, it is crucial for leader and staff to understand the anxiety and the stressor that creates all the negative impacts.

Numerous researches demonstrated that the employee's overall performance and job satisfaction in their work is influenced by occupational stress [17] [15] [22]. This is often as a result of most of the administrations are demanding for employees' better occupation result. Stress will carry unwanted effect on staff through job disappointment [10]. Representatives with high occupational stress stated less job satisfaction than those with low occupational stress [19] [9].

Once sources of stress increase in job setting, job satisfaction reduces. So, job satisfaction has an imperative part in enhancing the execution of staff [1]. Thus, if there are inconsistencies between people's needs and desires and state of their present occupations, negative thoughts

and disappointment emerge at work. Individuals with higher rate of occupational stress may feel annoyed when they are having issues with associates or society, and this could result in the negative impact to the organization. They may not feel glad working and in this way may not be satisfied with their job [15].

The present study examined the police personnel, whose occupation is usually perceived as extremely disagreeable. The subjective stress caused by daily living or operating things might cause varied minor mental state issues and subsequent changes in job performance, job satisfaction and quality of life. Hence, this study was undertaken to assess the extent of stress among police personnel. Stress will then be seen as responses or stimuli to any kind of a pressure or agent [14]. Massive scale studies conducted in Western and Eastern countries recommend that strain caused by job stress is universal [12]. Individuals living and dealing in third-world and developing countries will even feel additional monetary pressures in an exceedingly fastness economy.

2.1 Gender and Occupational stress

Occupational stress is the result of physical and emotional exhausting nature of police job. Females have been generally bound to the private circle of the home and family, which brought about their rejection from public areas, for example, legislative issues and paid work. The principal arrangement of female officers inside police administrations happened more than a hundred years prior. The undertakings of these female officers comprised of completing local and managerial obligations [6]. It was not until the 1960's that ladies were allowed to embrace policing undertakings [24].

The inclination to treat female police officers contrastingly to their male partners is a universal marvel. Other than the avoidance of females from patrol obligations, most police officers had certain biased approaches, for example, portions to debilitate the employing of female officers. The fear of the effects of occupational stress among female police officers ought to be given more consideration now that females are joining the police administration. In any case, the rate of female in policing contrasted with their male partners was moderately low. The issues with respect to stress and the impact of a male commanded profession go to the fore [5].

Females are typically thought to be inadequate officers inside the police administration and are typically considered as an obligation in risky things. Gender had effected on occupational stress with females encountering crime related stressors less seriously and repeatedly than their male partners [13]. Male police officers are four times more prone to die of coronary heart condition than the feminine law enforcement officials. Males have a median anticipation of eight years shorter than females. More males take liquor, and smoke cigarettes contrasted with the females. Side effects, for example, depression will probably be analyzed in female than male.

3.0 RESEARCH DESIGN

This is a descriptive quantitative study that investigates the relationship between occupational stress and job satisfaction among police officers in Punjab, Pakistan. A large number of participants are involved in quantitative research that help a researcher in generalization of results. Survey research design, methodology was used to collect quantitative data. It is a helpful method to utilize when researchers look to gather information rapidly and financially, study attitudes and assessments and review geologically scattered people [3].

3.1 Population and Sample

The population of the study includes the senior police officers in Punjab, Pakistan. Police department in Pakistan has a large network with many police stations covering all districts of Punjab. In this study Punjab province was selected because this is a major province of Pakistan and has large population as compared to other provinces. To conduct the survey, a sample of 300 senior police officers was selected from Punjab, Pakistan.

3.2 Research Instruments

To gather data for the study, the research instruments were used are Police Stress Questionnaire (PSQ) and job satisfaction scale (JSS). The demographic survey sheet was created by researcher to collect information about name, gender, rank, age, educational qualification, marital status and duration of work experience.

4.0 RESULTS AND DISCUSSION

Statistical package for social sciences (SPSS) was used for testing the hypothesis. T test was applied to measure the differences of variables. Pearson moment correlation coefficient was used to assess the correlation among variables.

Occupational stress would be negatively correlated with job satisfaction.

Table 1: Summary of Correlation Coefficient of Variables

	JSS	PSQ
JSS	1	-.197**
PSQ	-.197**	1

** . Correlation is significant at the 0.01 level (2-tailed).

Pearson correlation was used in order to test this hypothesis. The results from the table showed that significance level was less than 0.01 ($p < 0.01$). There is a significant negative correlation between occupational stress and job satisfaction, as $r = -.197$. So, this hypothesis is supported and it led to the conclusion that the police officers with higher occupational stress have less job satisfaction and vice versa. This conclusion was supported by the work of Sweeney and McFarlin [20] in which they focused on that occupational stress can stop energy and decrease the job satisfaction of employees. They placed the way that stress can lead or be demonstrated by eternal and regular tiredness and blunder made by the representative (police faculty) which are qualities of occupation disappointment. These findings are consistent with earlier research where a negative connection was found between perceived occupational stress and job satisfaction [25].

There would be a difference of occupational stress between male and female police officers.

Table 2: Summary of t-test Results

	Gender	N	Mean	Std. Deviation	Std. Error Mean	t	df	sig
PSQ	Male	180	156.48	47.116	3.512	8.493	298	.000
	Female	120	200.55	38.925	3.553			

The independent sample t test was utilized to analyze this hypothesis. The results showed a difference of occupational stress between male and female police officers, as $p < 0.05$. This hypothesis is also supported as female police officers have high occupational stress (Mean=200.55) as compared to male police officers (Mean=156.48). The conclusion of this study is supported by a previous research in which researcher also found a significant impact of gender on occupational stress [23]. The reasons of difference of occupational stress level are some factors such as absence of manager's support, insufficient pay, meeting limits and percentage of special events [18].

5.0 CONCLUSION

The goal of the study was to find that is there any relationship of occupational stress and job satisfaction? Another aim was to investigate that are there differences in police officer's occupational stress level according to their gender? The results showed that occupational stress has significant negative correlation with job satisfaction. The other conclusion is that female police officers have high occupational stress as compared to male police officers.

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